






Mayor's Action Center
Service Level Attainment Compliance
July 2010

Service Level Agreement	Target Performance			Current Performance	
Speed to Answer Calls	< :20				
Abandon Rate	< 5%				
Time on Call	< 2:30				
After Call Work	< :40				
Outbound Calls	>= 90% Outbound Call Rate for Service Closure				
Top 5 Service request	Weeds (4,209)	Trash (2,444)	Animal (2,192)	Abandoned Vehicle (652)	Chuckhole (642)